

TO REPORT A LOST OR STOLEN EBT CARD

Follow the procedure listed below when contacting the ARU:

STEP 1 – Press 1 for English or 2 for Spanish.

STEP 2 – Enter the 16 digit card number. If the number is not entered or an incorrect number is entered the caller will be asked to re-enter the card number.

If you need to speak with a Customer Service Representative; please do not enter your 16 digit card number.

STEP 3 – Caller will be told: “To report your card lost, stolen or damaged press 1 now.”

STEP 4 – Upon pressing 1, the caller will be connected to a Customer Service Representative.

